

# Piazza Etiquette

## In general

1. **Use it.** Piazza is there to be used by students. Use it to ask questions rather than asking privately. That way everyone will benefit from the answer.
2. **Be respectful.** Remember whatever you are writing will be read by real people. Feedback is fine but make it constructive. If you have a complaint, address it directly with the lecturer or via your class reps.
3. **Stay on topic.** Use Piazza to communicate about your course and not about other aspects of life. If you have feedback about your degree in general, it might be best to contact your programme rep so they can feedback to the school.
4. **Be clear.** Make sure that what you write is easily understood and concise. Jokes and humour do not always translate in written form.

## Asking

5. **Avoid duplication.** Check to see if someone else has posted the same question you have before you add a new one. Too many entries can be overwhelming and difficult to navigate.
6. **Reference your question.** If you are asking about an exercise from e.g. the textbook, give both the question number and re-state the question in full.
7. **Be specific.** Say specifically where or why you are stuck. This way people can help you much more effectively – and it will help your understanding too. If you don't know how to get started on a question, say what you have tried so far.
8. **Be patient.** Depending on the course, you might not get a reply for a while. So make sure to ask questions when they arise and be willing to wait for an answer.

## Answering

9. **Be active.** Reply to other people's posts if you can add something to the conversation. Trying to explain something helps you understand it better. Sharing books/lecture notes sections you found useful for the problem under consideration can also be helpful.
10. **Don't post complete solutions.** Hints or suggestions on how to start are more helpful for everyone's learning.

If you require this document in an alternative format, such as large print or a coloured background, please contact the Mathematics Teaching Organisation (MTO) by emailing [mto@ed.ac.uk](mailto:mto@ed.ac.uk).